

The Harp Connection, Inc.

1000 Haverhill Street Suite B, Rowley, MA 01969

toll free: 888-287-4277

fax: 978-744-5399

Application for Harp Rental and/or Financing

Thank you for your interest in renting or financing a harp from The Harp Connection, Inc. Please complete the following information and return this form to The Harp Connection, Inc. for processing at the address or fax number shown above. After your application has been processed we will contact you to discuss your harp selection and the next step of our rental or financing program. Please call our toll free number listed above with any questions. All personal information you provide to The Harp Connection, Inc. will remain confidential. It will not be shared with any other person or organization at any time, and will only be used to evaluate your creditworthiness for the purpose of renting or financing one of our instruments. Identity theft is a national problem, and we seriously accept our responsibility to protect both ourselves, and our customers from this potential hazard.

Harp Model: _____ Finish 1st choice: _____ 2nd choice: _____

Name: _____	Home Phone: _____
Mailing Address: _____	Work Phone: _____
_____	Cell Phone: _____
_____	Fax: _____
_____	Email: _____
Shipping Address (if different): _____	

Name of Harpist (if not yourself): _____	
Name and Address of Teacher (if any): _____	

Please provide the following information about your primary residence:

Do you own or rent? _____	Monthly Payments: _____
Legal Name of Owner(s) of Residence: _____	
What year did you acquire/move to your residence? _____	

If you have a regular place of employment, the following information is required:

Employer: _____	Phone: _____	
Employer's Address: _____		
Position: _____	Number of Years: _____	Monthly Income: _____

The Harp Connection Lever Harp Rental Program

The Lever Harp Rental Program offered by The Harp Connection is designed to allow you to try a lever harp in your home for four months before a decision to purchase is made. The Harp Connection will provide you with a new lever harp of the style and finish that you desire. Occasionally, previously-rented or slightly-used harps are available. The cost to rent these harps is not discounted, but the purchase price of used and previously rented harps is reduced.

In order to participate in the Rental Program you will be required to sign a Rental Contract and to fill out a Rental and Financing Application. This Rental Contract is a legally binding contract that obligates The Harp Connection to provide you with a harp that meets your approval and in return, obligates you to rent the harp for four months. After the initial rental period you can return the harp, sign a new contract to extend your rental term, or purchase the harp. It is important that you understand the terms of this Rental Contract. Some of the major points of the Rental Contract are explained below.

A single payment that includes the rental fee for the harp plus a security deposit is due and payable to The Harp Connection on or before the delivery of the harp to you. This rental fee plus the security deposit may all be applied towards the purchase of the harp if you elect to purchase it.

During the rental period you will be responsible for caring for the harp and for protecting it from damage. You must replace any strings that break with identical replacement strings, at your own expense. You will be responsible for the cost of replacing any strings that have been damaged by tuning with the levers engaged and or leaving the levers engaged when not using the harp. You will also be responsible for the full value of the harp if the harp is stolen or destroyed during the rental period. Check with your insurance provider to make sure it covers "personal property of others in your care and control" and to find out what exclusions and limitations might apply. Check with your insurance agent if you have any doubts about your coverage. You will still be liable for damage to the instrument even if it is not covered by your insurance.

In the unlikely event that any technical issues arise with the harp, it is the customer's responsibility to resolve these with The Harp Connection before the end of the rental period. No extension of the rental or delay of payment due dates will be made for technical issues.

If you decide to return the harp, you may return it yourself to The Harp Connection in Rowley, MA. If you are unable to return the harp yourself, The Harp Connection will arrange for return of the harp via one of our approved carriers at your expense. A member of The Harp Connection team must authorize the return of the harp. You will be responsible for packing up the harp in the original packing and box that the harp was delivered in. If you no longer have this material than you will be responsible for the purchase and shipping charge of new packing materials to be sent to you. MA residents will also be required to pay the Massachusetts Department of Revenue Use Tax for the rental fee (5% of the rental fee) if you decide not to purchase the harp.

The Harp Connection will inspect the harp upon its return. You will be required to pay for the cost of any repairs that are necessitated by damage above and beyond normal wear-and-tear that may occur during the rental period. Minor surface dents and scratches will cost about \$80.00 each to repair. Missing strings will be replaced at the published list price. More extensive damage may require the harp to be returned to the manufacturer for repairs. Repairs of this magnitude can cost upwards of \$1,000.00 or more. You will be required to pay for two-way shipping costs to the factory in addition to the repairs of the damage.

If the harp is in good condition when it is returned the security deposit collected at the start of the rental period will be returned to you within 30 business days (less any sales tax, shipping costs, or other costs that apply). You will incur additional expenses if you keep the harp past the last day of the rental term. Sometime during the last 30 days of your rental term, The Harp Connection will mail a notice to you at the address on your contract to remind you of the approaching end date and to present you with several options. **Please be sure to contact us before the end of your rental term, even if you are unsure about what you want to do with the harp.** If you do not take action on any of the options, the rental contract authorizes The Harp Connection to charge you for the balance of the purchase price of the harp or for monthly retention fees, at our discretion. The Harp Connection sends you a reminder letter about your rental even though it is not contractually required to do so, and no provisions of the rental contract are negated if you do not receive the letter. Please be sure you read and understand the clause of the contract that details this agreement and ask any questions you might have about it before you sign the rental contract.

We have had many satisfied customers who have tried a Harp Connection lever harp and have gone on to purchase the harp at the end of the rental period. In the few cases where the harp is returned, it is generally returned in excellent condition. **The most important duty of the renter is to protect the harp from damage. The most common causes of damage are knocking the harp over, spilling liquid of some kind on the harp, dropping something on the harp (i.e. a tuning key, music stand), and damaging the harp while transporting. When not being used, it is best to keep the cover on the harp and to keep the harp positioned with its back towards a wall or, preferably, in a corner. This is your best bet for keeping the harp in good condition in case you do wish to return it at the end of the rental period.**

Keep these guidelines in mind to help reduce the likelihood of damage:

- **Do not tune with any levers engaged, and disengage all levers when you are not playing.**
- **Replace any broken strings with the correct material.**
- **When not playing keep the harp covered and stored in a safe place, away from traffic.**
- **Do not expose the harp to prolonged direct sunlight.**
- **During colder months, run a humidifier in the room where the harp is being kept.**
- **Do not expose the harp to extremes of temperature (below 32°F or above 90°F).**

I have read and understand the policies outlined above:

Sign _____ Date _____

Receiving Your Harp

What follows are some simple instructions and guidelines on how to make your harp delivery as convenient and trouble-free as possible. Please read these instructions carefully as they will help you get your harp as soon as possible.

Once the harp has been shipped it can be tracked as it makes its way to you. This can be done by yourself or by a Harp Connection employee. You will need the "tracking number" or "airbill number" assigned to your shipment, which you can get from The Harp Connection.

The Harp Connection ships its harps either by a common carrier, such as UPS, or by LTL ("less than truck load") freight. Many smaller lever harps are shipped by common carrier, while larger lever harps and ALL pedal harps are shipped by LTL freight. These shipping methods are quite different from one another, so please read carefully the specific details outlined below. If you are not sure which shipping method applies to your harp, call The Harp Connection at our toll free number listed above.

COMMON CARRIER

The shipping charges for harps shipped by common carrier must be paid in advance to The Harp Connection before the harp can be released. Your Harp Connection representative will provide you with an exact amount. You should not expect to pay any fees at the time of delivery with the exception of shipments to Canada.

Once in transit, delivery should occur between 1-6 business days depending on your location. You will be provided with a tracking number and an estimated date of arrival once the harp has been shipped. An adult must be present to take delivery and sign for the harp. We recommend that you track the shipment often to keep abreast of any changes to the estimated delivery date.

LTL FREIGHT

All charges for LTL freight shipments must be paid before the harp is released. Your Harp Connection representative will provide you with a total cost which will include: door-to-door delivery, handling, a fuel surcharge, declared value insurance (\$.60 per \$100.00 value declared), and residential delivery charge (where applicable).

The shipping company will contact you once the harp has arrived at the local depot to set up a delivery time. Under no circumstances will they simply leave the harp. An adult must be present to sign for and inspect the harp.

In addition to the basic shipping charges described above, other charges may apply. Some of these include:

- **Inside Delivery** - If you need the driver to actually bring the carton inside your residence, this charge may apply. The driver **will not** unpack the harp for you.
- **Beyond Delivery**- This charge may apply if you live a long distance from the freight terminal.
- If you are receiving a pedal harp, you should be prepared to help the driver unload the pedal harp from the truck. If this is not possible, a "**two-man delivery**" or "**lift-gate**" charge may apply.

- **After hours service** - Any request you make for delivery outside of the normal business hours (including Saturday delivery)
- **Expedited Delivery** - If you request delivery of your harp sooner than the quoted 5-7 day delivery time significant extra charges may apply (this request must be made in advance to The Harp Connection).
- **Waiting time** - If you are not ready to accept your harp causing a significant delay when the truck arrives at your house.
- **Storage** - the first 48 hours are free but if you are unable to accept delivery of your harp within 48 hours of being contacted by the trucking company an additional fee will apply.
- **Additional Delivery Attempts** - If you are not available when the driver arrives at the scheduled time, you will be charged a fee for subsequent attempts.

The Harp Connection is not responsible for any additional charges. Any valid additional charges incurred at the time of the delivery will be billed accordingly. To avoid this, please ask your Harp Connection representative for a quote for any additional services you are interested in. Other special services in addition to those listed above may be available upon request.

RECEIVING AND INSPECTING YOUR HARP

When the harp arrives, here's what you should do:

1. The driver will ask you to sign for the shipment. Doing so infers that the shipment is in good order and undamaged. **INSIST** on inspecting the shipping carton to your satisfaction **BEFORE** signing for it!
2. If there are any dents, holes or tears in the shipping carton please note "**CARTON (torn, hole on side, etc.), POSSIBLE CONTENT DAMAGE**" when you sign. This is very important in case there is concealed damage.
3. If the carton is very badly damaged (this is extremely rare), you should call the Harp Connection right away at 888-287-4277. You may be advised to refuse the shipment. Refusing delivery will likely upset the driver, but this is a perfectly reasonable request on your behalf and within your rights.

RESTRICTIONS DUE TO EXTREME TEMPERATURE

Musical instruments should not be exposed to extremes of heat or cold. Extreme cold is likely to cause specific damage called crazing. This is cracking of the finish, which although it has no bearing on the structural integrity of the harp, it is very unsightly and expensive to repair. More serious structural damage may occur if the harp is exposed to very extreme temperatures on either end of the scale. The Harp Connection places temperature restrictions on all shipments that may cause delays during the coldest and warmest months of the year.

Please sign and return to The Harp Connection.

Sign _____ Date _____